

Qwest Services Corporation
20 E. Thomas Rd - 16th Floor
Phoenix, Arizona 85012
Office 602-630-8221
Fax 602-235-3107

Reed Peterson
Staff Advocate - Public Policy

ORIGINAL



0000054969

RECEIVED

Qv.

Spirit of Service

2006 JUN 21 P 2:13

AZ CORP COMMISSION
DOCUMENT CONTROL

June 21, 2006

Brian Bozzo
Compliance Manager
Arizona Corporation Commission
1200 W. Washington St.
Phoenix, AZ 85007

Re: Docket No. T-00000A-05-0380
Decision No. 67941

Dear Mr. Bozzo:

Qwest hereby files the attached report in compliance with the above referenced decision. This report provides information on Qwest's outreach programs related to the Lifeline program and the associated impact on subscribership levels.

Please let me know if you have any questions concerning this information.

Sincerely,

Reed Peterson

Cc: Docket Control

Qwest Corporation
Lifeline Outreach Report
Docket No. T-00000A-05-0380
June 21, 2006

During the past year, Qwest has provided information on the FCC's Lifeline Program, including the new FCC guidelines for participation in the program, using a variety of channels. Attachments A through H, which are briefly described below, provide examples of Qwest's outreach efforts.

- Attachment A Information included in the Call Guide Pages of the DEX Directory. This information is also available online at www.dexpages.com.
- Attachment B Copy of a bill insert that was included in customers' April 2006 bills.
- Attachment C A bi-lingual flier distributed at the Arizona State Fair in October of 2005, and at Qwest kiosks in Food City and Ranch Market Stores.
- Attachment D A brochure entitled "Qwest Disability Solutions" distributed through Qwest retail kiosks in various malls.
- Attachment E Quarterly radio ads that began airing in Phoenix and Tucson in March 2006 and will continue through December 3, 2006.
- Attachment F Bus signs displayed on Phoenix buses throughout 2006. A total of 80 signs are scheduled to be displayed on buses in March, May, August, and November of 2006.
- Attachment G Lifeline information available on line at <http://www.qwest.com/TAP>.
- Attachment H Sample of posters that were distributed at the 2006 Arizona Community Action Association annual training conference on May 10-12, 2006.

Impact on Lifeline subscriber levels. During the past 12 months, Qwest has experienced a 25% increase in the number of Lifeline customers. In June of 2005, Qwest had 5,480 Lifeline customers. This number grew to 6,876 by May of 2006 – an increase of 1,396 subscribers. Although the degree of correlation between Qwest's outreach efforts and the number of new Lifeline subscribers cannot be measured precisely, it is clear that subscribership has increased substantially either as a result of Qwest's outreach, or due to the new eligibility criteria, or more likely because of a combination of both of these factors.

DexOnline.com™

Phone Service Pages 15

Consumer Tips

Telephone Assistance Programs

The Telephone Assistance Program (TAP) provides reduced phone bills for qualified low-income residence customers.

The Link-Up program provides financial help with telephone service connection charges for qualified low-income residence customers. If you live on Tribal Lands and participate in a qualifying low-income program, you could receive additional benefits.

Call your local telephone company for more information about Telephone Assistance Programs.

You may also contact www.lifelinesupport.org for more information.

Billing Name & Address Disclosure

When you place a calling card call or accept a collect call or third-number billed call, your telephone company is required to provide your billing name and address to the telecommunications service provider that handled the call, if that provider requests. Your telephone company will continue to provide billing name and address information to telecommunications service providers for other account matters, such as customer service, servicing your account, to prevent fraud or when you move from one location to another.

Obscene or Harassing Phone Calls

Stay calm and hang up the phone. Call your local telephone company for information on how to handle these types of phone calls.

It's against the law to make obscene or threatening phone calls. Telephone harassment is a crime. Penalties include imprisonment and/or a fine.

Unwanted Sales & Survey Calls

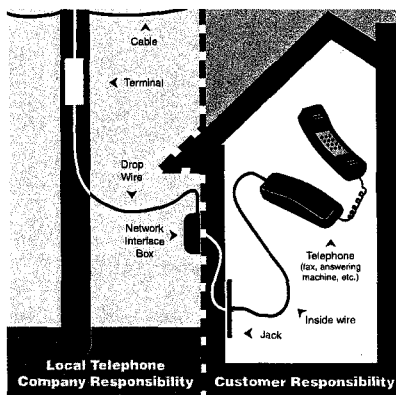
If you receive unwanted sales and/or survey calls, please take the following steps:

- Be skeptical of offers that sound too good to be true; they usually are.
- Report companies using questionable sales practices to the Better Business Bureau or your State Attorney General's office.
- Disconnect computer-generated calls by hanging up your telephone for 12 to 15 seconds.
- Call your local telephone company to have your name removed - at no charge - from any lists that they may lease to other firms. Customers with non-listed or non-published numbers are never included on the lists.
- Do not give your telephone credit card number to anyone who calls and asks for the number.

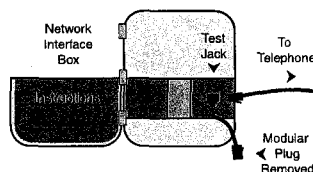
Repair Service

Before You Call

- 1 Hang up all telephones. Make sure phone accessories - answering or fax machines, computers, modems, security system, and telephone sets - are working. To check, unplug the phone cord from the unit or the jack and check for damage. Leave everything unplugged for 5 minutes. Then try plugging in phone sets one at a time to see if the trouble still exists.
- 2 If all the phone accessories are working, go to your network interface box. (Outside, where the phone line enters the house.)



- 3 Test to determine if the problem is inside or outside the house:



1. Take a working phone to the network interface box (single line phone only).
2. Remove the modular plug from the test jack and insert the modular plug from your phone.

If the same problem occurs:

the problem may be in the phone lines. Call your local telephone company. If the problem is in the lines, they will repair the lines at no charge to you.

If the problem does not occur:

the problem is in your wiring. Call your local telephone company or another company to repair your inside wiring.

If the problem is in your telephone set:

follow the instructions on your warranty or contact your equipment retailer for repair or replacement.

Attachment B

IMPORTANT INFORMATION

Telephone Assistance Available For Those That Qualify

Telephone service is vital for connecting people with family, friends, businesses and emergency services. That's why Qwest® offers assistance programs that make telephone service more affordable for eligible customers.

Lifeline provides eligible customers with a **monthly credit** to help offset the cost of their home telephone line. (Telephone service must be billed to the individual applying for assistance.)

Link-Up provides eligible customers with a **one-time credit** to help offset the installation charge for a home telephone line. Customers who qualify for Lifeline assistance automatically receive the Link-Up credit if their application for telephone assistance is received within 60 days of their home phone installation date and if they have not previously received a Link-Up credit at the same address.

Who is Eligible?

Customers are generally eligible for these telephone assistance programs if they already participate in low-income programs such as Medicaid, Food Stamps, Public Housing Assistance, Low-Income Home Energy Assistance, or the National School Lunch Program. In some states, individuals will also qualify if their household income is at or below 135% of the poverty guidelines.

To learn more about the eligibility requirements in your state and how to apply for telephone assistance, visit www.qwest.com/TAP or call Qwest at 1 800-244-1111.



Qwest® has telephone assistance programs to help make your home phone service more affordable.



You can apply for telephone assistance if you participate in a qualifying low-income program, such as Food Stamps, Medicaid, etc. The name on the phone bill must match the name of the person participating in the qualifying low-income program.

LIFELINE SERVICE reduces the monthly cost of your home phone line. The amount of the credit will vary depending on the state you live in.

TRIBAL LIFELINE SERVICE reduces the cost of a home phone line to as little as \$1 per month (plus applicable taxes and surcharges) for qualifying individuals who live on a reservation.

LINK-UP assistance reduces the cost of installing your main phone line by 50% and provides a delayed payment plan for additional installation charges. Link-Up benefits are only available on one phone line per household, and Link-Up credits cannot be applied towards the cost of jacks and wiring.

To learn more about Telephone Assistance Programs and eligibility in your state, contact

1 800-244-1111 or visit
qwest.com/tap.

Service not available in all areas. Long distance not included.
Optional features available at regular price. Contact Qwest for details.
Copyright © 2006 Qwest. All Rights Reserved.

Qwest 
Spirit of Service®

Qwest® tiene programas telefónicos de asistencia para ayudar a lograr que su teléfono residencial sea más accesible.



Usted puede solicitar asistencia para su teléfono si está participando en un programa de bajos recursos como las Estampillas para Alimentos, Medicaid, etc. El nombre de la factura telefónica debe ser el mismo de la persona participante en el programa de bajos recursos.

LIFELINE SERVICE (SERVICIO DE LÍNEA VITAL) rebaja el costo mensual de su línea telefónica residencial. La cantidad del crédito varía dependiendo del estado en el que usted viva.

TRIBAL LIFELINE SERVICE (SERVICIO TRIBAL DE LÍNEA VITAL) rebaja el costo de una línea telefónica residencial hasta a \$1 al mes (más impuestos y sobrecargos aplicables) para personas que califiquen y que vivan en una reserva.

LINK-UP (CONEXIÓN) reduce en un 50% el costo de instalación de su línea telefónica principal y ofrece un plan para retrasar el pago por los cargos adicionales de instalación. Los beneficios de Link-Up están disponibles únicamente para una sola línea telefónica por hogar, y los créditos para Link-Up no pueden ser aplicados al costo de los enchufes y el cableado.

Para más información acerca de los Programas Telefónicos de Asistencia, y saber si usted es elegible en su estado, llame al

1 800-564-1121 o visite
qwest.com/tap (sólo en inglés).

Servicio no disponible en todas las áreas. No incluye larga distancia.
Servicios opcionales disponibles a precio regular. Llame a Qwest para más detalles.
Copyright © 2006 Qwest. All Rights Reserved.

Qwest 
Espíritu de Servicio®

Qwest delivers to blind, vision-impaired and hearing-impaired customers.

No Charge for Directory Assistance and Operator Handling
Qwest customers who are blind or vision- or mobility-impaired — and who cannot use a directory — are eligible for exemption from Directory Assistance charges on their residential and business lines.

A Bill You Can Use

We provide your bill in a variety of formats to meet your specific needs:

- Braille
- Large font
- Audio tape
- E-mail (compatible with screen readers)

Contact the Qwest Center for Customers with Disabilities to arrange to receive your bill in your preferred format.

Telephone Equipment

Qwest offers a 2.4GHz Voice Announce Cordless Multi-Handset Phone System. Includes handset speakerphone. Additional 2.4GHz Voice Announce Cordless Handsets are available for use with base system at an additional charge.

With Wireless service, Voice Mail service and more, Qwest® keeps your needs in mind.

- **Qwest Voice Mail Compatibility with Teletypewriter (TTY)***
One Voice mailbox for all the users of one phone line
- **Reduced Long-Distance Charges with TTY Use**
Keep connected at reduced rates
- **TTY Directory Listing for Qwest Customers**
No additional charge
- **Wireless Handsets and Accessories**
Makes wireless work for you
- **New Number Referral**
Works with your TTY to inform callers of your new number
- **Bill Format Options**
A format to fit your needs, including Braille
- **Directory Assistance Exemption**
For residential and individual business lines
- **And More!**
 - Telecommunications Relay Service (TRS)
 - Telephone Equipment

*A teletypewriter (TTY) or telecommunications device for the deaf (TDD) allows a person to plug a regular telephone into a small keyboard that has a visual terminal. When one TTY user calls another, they can communicate by typing what they want to say to one another. Users can choose to print out the message or read it on a screen.

Telephone Assistance Programs

Qwest supports the following Telephone Assistance Programs designed to reduce the cost of telephone service for qualifying low-income customers who currently receive government assistance from programs such as Food Stamps and Medicaid.

Lifeline Service reduces the monthly cost of your residential phone line. The amount of the credit will vary depending on your state.

Tribal Lifeline Service reduces the cost of a residential phone line to as little as \$1 per month (plus applicable taxes and surcharges) for qualifying customers who live on Tribal Lands. For both of these programs, the telephone service must be provided at your primary residence, and the name on the phone bill must match the name of the person who is eligible for the program.

Link Up Assistance reduces the cost of installing your main phone line by 50% and provides a deferred payment schedule for additional installation charges. Link Up benefits are only available on one phone line per household, and Link Up credits cannot be applied towards the cost of jacks and wiring.

To learn more about Telephone Assistance Programs and eligibility in your state, contact the Center for Customers with Disabilities or visit www.lifelinesupport.org.

Convenience. Communication. Connection.

Disabilities Solutions from Qwest®

Qwest Disabilities Solutions

This brochure is available in alternate formats (Braille, large font, e-mail and audiobook). Please contact Qwest to request your preferred format.

Contact a disabilities consultant
at the Qwest Center for
Customers with Disabilities today.

Let's Talk Connection

1 800-223-3131 (Voice/TTY)

8:00am–5:30pm Mountain Time, Monday–Friday

qwest.com

Visit any Qwest store



Qwest®
Spirit of Service™

Some services not available in all areas. Additional fees apply, however, qualifying customers may be exempted from certain charges. Additional equipment required depending on service selected and may incur additional charge. Please contact Qwest® for complete details. All trademarks are owned by Qwest.

Copyright © 2006 Qwest. All Rights Reserved.

RT005.DSBR13.0106

Qwest® makes it easy.

**QWEST DISABILITIES
SOLUTIONS ARE BUILT
TO BOOST YOUR
CONNECTIONS WITH
FRIENDS, FAMILY,
BUSINESS ASSOCIATES
AND THE REST OF
YOUR WORLD.**



Qwest delivers to deaf and hard-of-hearing customers.

The Convenience of One Voice Mailbox

Now hearing, deaf and hard-of-hearing members of a household can retrieve all their messages from one Voice mailbox. Hearing members will experience the same great Qwest Voice Mail Service they've enjoyed in the past. Teletypewriter (TTY) users can retrieve their voice messages from any touch-tone TTY. For detailed instructions, visit www.qwest.com/residential/disabled/voicemailmessage_tty.html or call the Qwest Center for Customers with Disabilities.

Reduced Long-Distance Charges With Teletypewriter Use

As a Qwest customer who relies on a Teletypewriter (TTY), you may qualify for a reduced charge on your long-distance communications. To get more information or to learn if you qualify, contact a disabilities consultant at the Qwest Center for Customers with Disabilities.

Directory Listing at No Additional Charge

Let callers know how to contact you. List your Teletypewriter (TTY), Telecommunications Device for the Deaf (TDD) or Telecommunications Relay Service information at no additional charge. Choose one of these phrases for your directory listing:

- TTY only
- TDD only
- TTY and Voice
- TDD and Voice
- TTY Only-Voice callers use Telecommunications Relay Service
- TDD Only-Voice callers use Telecommunications Relay Service

Voice callers using Telecommunications Relay Service: Please call the Center for Customers with Disabilities to choose your phrase and add it to your directory listing.

Hearing Aid Compatible Wireless Phones

Qwest offers you wireless handsets that meet the new FCC Hearing Aid Compatibility requirements for radio frequency interference.

We also offer the T-Loop Coil accessory for Qwest Wireless® service customers with hearing aids or cochlear implants. For more information, ask Qwest Retail personnel.

Let Callers Know Your New Number

New number referral intercept is an optional Teletypewriter (TTY)-compatible service that ensures other TTY users calling your old, disconnected number will receive your new number message in Baudot tones.

Additional non-Qwest service for deaf, hard-of-hearing and speech-impaired customers

Telecommunications Relay Service

Qwest® connects you with the public Telecommunications Relay Service (TRS), which means you can communicate with everyone. Telecommunications Relay Service is a free communications service that connects individuals who are deaf, hard-of-hearing or have speech disabilities with others using standard telephone equipment or telephone equipment designed for individuals with disabilities. To use the Relay service, dial the toll-free numbers listed in your directory or simply dial 7-1-1. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Either party can call the Telecommunications Relay Service provider to set up the call. Relay Service is available 24 hours a day, 365 days a year. There are no restrictions on the number or length of calls you can make. Long-distance calls placed for you can be billed collect, charged to a pre-paid calling card or charged through third-party billing.

7-1-1. A specially trained Communications Assistant (CA) will answer your call and relay the telephone conversation between you and the party you are calling. All call information and conversations are confidential. Either party can call the Telecommunications Relay Service provider to set up the call. Relay Service is available 24 hours a day, 365 days a year. There are no restrictions on the number or length of calls you can make. Long-distance calls placed for you can be billed collect, charged to a pre-paid calling card or charged through third-party billing.

Making a call is simple:

- Dial 711 or the TRS toll-free number listed in your telephone directory
- You'll be connected with a communications assistant (they're trained to help your conversation flow easily and accurately)
- Give the communications assistant the number you would like to call
- The agent will stay on the line
- All calls are confidential

TRS providers offer Captioned Telephone and Hearing-Carry-Over (HCO), for people with hearing loss to receive word-for-word captions of the conversation while listening to the voice of the other party; Spanish Relay, for Spanish speaking hearing- or speech-disabled individuals; Speech-to-Speech (STS), for individuals with speech difficulties to converse with the help of a specially trained CA; Text Telephone (TTY) relay; Computer (ASCII) relay; and Voice-Carry-Over (VCO), for people who have difficulty hearing on the phone to voice their conversations directly to the hearing person and receive the other party's conversation as text.

Video Relay Service provides American Sign Language users with the ability to communicate via video conferencing using their native language. For more information, visit the Sprint VRS Web site: www.sprintvrs.com.



Let's Talk Connection 1 800-223-3131 (Voice/TTY) qwest.com Visit any Qwest store

McClainFinlon

COPY

2340 Blake Street Denver, Colorado 80205
phone 303 436-9400 fax 303 436-9600

Start Date: December 2005

Revision No: 1

Client: Qwest

Revision Date: 11/30/05

Job No./Description: **QLMOS-0462**

Page No: 1

Initials/ Date: CW DeAnna

CD/ACD

PRFRD AE : Julie

:60 (:47 + :03 Mnemonic + :10 legal)

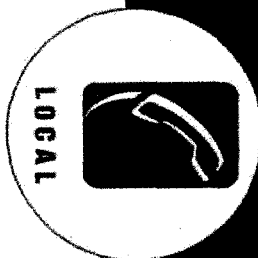
Hi, I'm (woman) from Qwest. If you currently receive government assistance from programs like Food Stamps, Low Income Home Energy Assistance, or Medicaid, you may qualify for assistance with your home telephone bill. Qualifying low-income households can receive a discount on the installation of a home telephone line and their monthly phone bills. Everyone needs a little help now and then, and at Qwest we're pleased to offer assistance to those in need. Because home phone service is more than a convenience – it can be a lifeline in the event of an emergency. Qwest cares. Call 1 888-353-4816 to see if you qualify for low-income assistance with your telephone bill. That's 1 888-353-4816.

:60 (:47 + :03 Mnemonic + :10 legal)

Is home phone service a convenience that's just out of reach? The truth is, your family shouldn't ever be without it – because local phone service is more than just a convenience, it can be a lifeline, connecting you to emergency services and responders. I'm (woman) from Qwest, and we're pleased to offer low-income telephone assistance programs for those who qualify. If you currently receive government assistance from programs like Food Stamps, Low Income Home Energy Assistance, or Medicaid, you may also qualify for assistance with home phone installation and your monthly phone bills. Qwest cares. Call 1 888-353-4816 today to see if you qualify for a telephone assistance program from Qwest. That's 1 888-353-4816.

Phone service can be affordable for everyone.

You may qualify for telephone
assistance funding available
to low-income households.



1 888-353-4816

Para información en español, llame a El Centro de Qwest al 1 888-285-6841.

Qwest Communications Inc. is a registered trademark of Qwest Communications Inc. © 2000 Qwest Communications Inc.

Qwest.
Spirit of Service

LIFELINE & LINK-UP TELEPHONE ASSISTANCE PROGRAMS FOR QWEST CUSTOMERS IN ARIZONA

In order to make telephone service more affordable for low-income households, Qwest supports the federal government's Lifeline and the Link-Up telephone assistance programs. The Arizona Department of Economic Security – Community Services Administration (DES-CSA) administers these programs for Qwest.

WHAT DO THESE PROGRAMS PROVIDE?

- **LIFELINE** provides eligible customers with a **monthly credit** of \$8.05 to help offset the cost of their home telephone line. The telephone service must be billed to the individual applying for telephone assistance. (The credit cannot be applied to Qwest wireless service.) If you currently receive a discount from the Senior Telephone Discount Program (STDP) or the Medically Needy Telephone Assistance Program, you are not eligible to apply for Lifeline.
- **LINK-UP** provides eligible customers with a **one-time credit** of \$13.75 to help offset the installation charge associated with their home telephone line. Customers who qualify for Lifeline assistance will also be given the Link-Up credit, if their application for telephone assistance is received within 60 days following the installation of their phone service and if they have not previously received a Link-Up credit at this address.

WHO IS ELIGIBLE FOR TELEPHONE ASSISTANCE?

Customers qualify for telephone assistance when they participate in one of the following low-income programs:

- AHCCCS (Medicaid)
- Food Stamps
- Supplemental Security Income (SSI)
- Federal Public Housing Assistance
- Low-Income Home Energy Assistance, received within the last year
- Temporary Assistance to Needy Families program (TANF)
- National School Lunch Program (NSL)
- State Children's Health Insurance Plan (SCHIP) or KidsCare

Customers may also qualify for telephone assistance if their household income is at or below 150% of the Federal Poverty Guidelines (see application form for details).

HOW DO I APPLY?

If you currently have phone service with Qwest, simply fill out the following application form and mail it to DES-CSA at the address shown on the bottom of the application. **If you are determined eligible by DES, the Lifeline credits will appear on your phone bill in approximately 60 days.**

If you do not currently have phone service with Qwest, please call Qwest Customer Service at 1 800-244-1111 to place an order for service BEFORE sending in your completed application.

Customers applying for Lifeline based on the size and income level of their household must provide a copy of one of the following:

- Last year's Federal or State Income Tax Return
- Current Income Statement or Paycheck Stubs for three consecutive months
- Social Security Statement of Benefits
- Veteran's Administration Statement of Benefits
- Retirement or Pension Statement of Benefits
- Unemployment or Worker's Compensation Statement of Benefits
- Letter of Participation in Federal or BIA General Assistance
- Divorce Decree
- Child Support Documentation

FOR MORE INFORMATION

If you have any questions, please call DES-CSA at 602 542-6600 or 1-800-582-5706.

LIFELINE & LINK-UP APPLICATION FOR ARIZONA

(Please Print)

Name _____
(First) (Middle) (Last)

Address _____
(Street) (City) (State) (Zip)

Home Telephone Number: _____
(The name of the person applying for Telephone Assistance must appear on the telephone account.)

PLEASE FILL OUT BOX 1 – OR – BOX 2. (You do **NOT** need to fill out both boxes)

1. I currently participate in the following program(s): <i>Check all that apply</i>	
_____ Medicaid / AHCCCS	Case No. _____
_____ Food Stamps	Case No. _____
_____ Supplemental Security Income (SSI)	Case No. _____
_____ Federal Public Housing Assistance	Case No. _____
_____ Temporary Assistance to Needy Families program (TANF)	Case No. _____
_____ State Children's Health Insurance Plan (SCHIP) or KidsCare	Case No. _____
_____ National School Lunch program (NSL)	
_____ Low-Income Home Energy Assistance received within the past 12 months.	

2. IF YOU DO NOT PARTICIPATE IN ONE OF THE PROGRAMS LISTED ABOVE, you may qualify for telephone assistance based on the size and income level of your household. (Household refers to the number of people who occupy your housing unit as their place of residence.) Please check the box below which applies to your household and attach the supporting documentation described on the previous page:

Please Check Box	Size of Household Unit:	Household Income at or Below:	Please Check Box	Size of Household Unit:	Household Income at or Below:
<input type="checkbox"/>	1	\$14,364	<input type="checkbox"/>	6	\$38,808
<input type="checkbox"/>	2	\$19,248	<input type="checkbox"/>	7	\$43,704
<input type="checkbox"/>	3	\$24,144	<input type="checkbox"/>	8	\$48,588
<input type="checkbox"/>	4	\$29,040	<input type="checkbox"/>	No: _____*	\$ _____*
<input type="checkbox"/>	5	\$33,912	*For each additional person, add \$4,896		

I agree to notify DES-CSA if I have a change of address or phone number, when I no longer participate in any of the above qualifying public assistance programs, or when there has been a change in the size or income level of my household. I also authorize DES-CSA and/or delegate agencies to contact any sources necessary to establish the accuracy of information given by me. If found eligible by DES-CSA, permission is granted to release my name, social security number, address and telephone number to Qwest for the purpose of receiving a discount on my telephone bill.

I certify under penalty of perjury the above information is true and that I am not receiving Lifeline credits on any other telephone or cell phone account. I have read the information on this application and understand I must meet the above qualifications to receive Telephone Assistance (Lifeline and/or Link-Up) on my primary residential line.

Your Signature

Date

Mail completed form and supporting documentation to: **Arizona Department of Economic Security-CSA**
Lifeline Telephone Discount Program – 086Z
PO Box 6123
Phoenix, AZ 85006-6123-2738

Phone service can be **affordable** for everyone.

**You may qualify for telephone
assistance funding available
to low-income households.**



For more information, call

1 888-353-4816

Para información en español, llame a
El Centro de Qwest™ al 1 888-285-6841.

Qwest 
Spirit of Service®